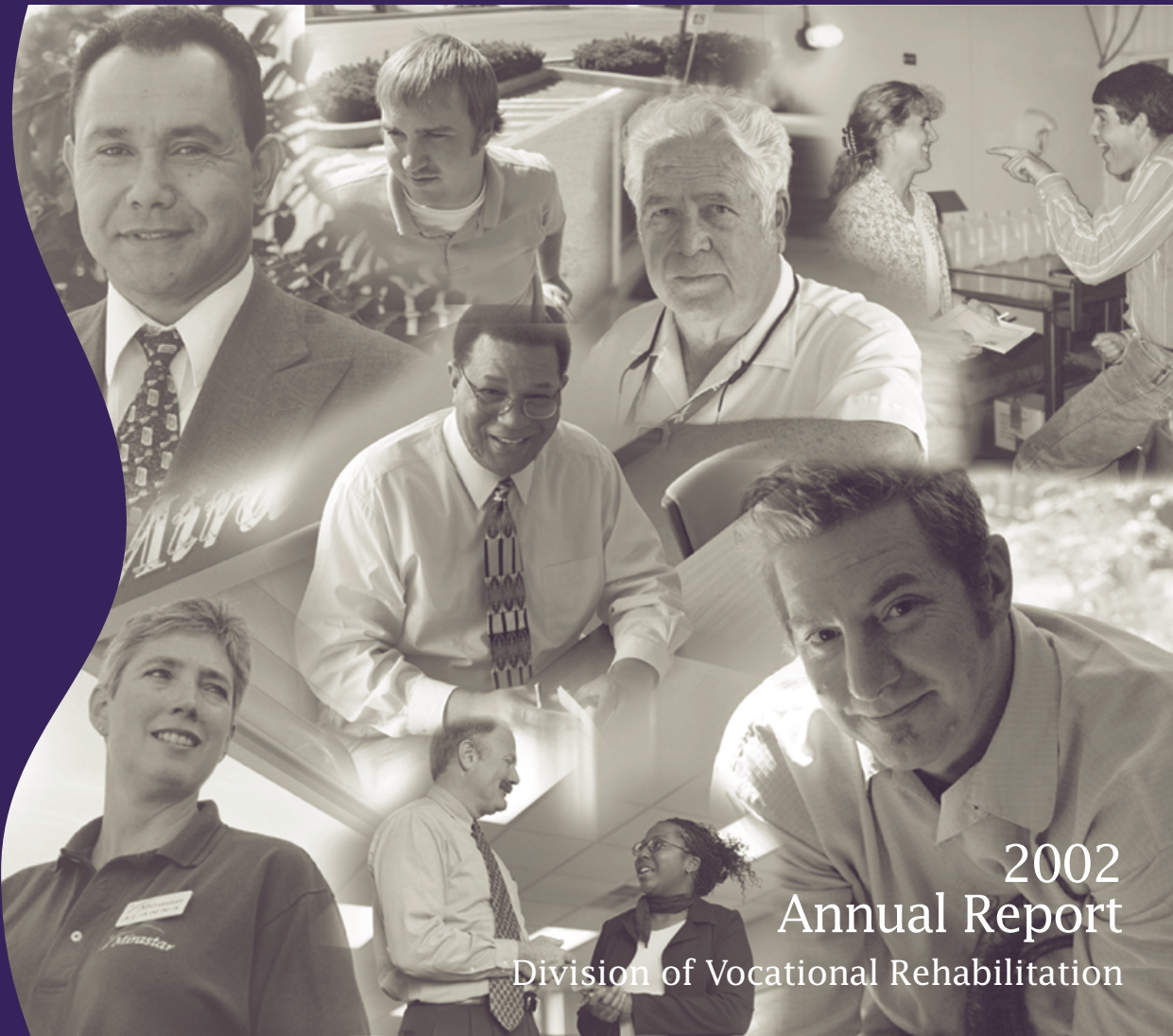


Working In Washington



2002 Annual Report

Division of Vocational Rehabilitation



DVR Division of Vocational Rehabilitation

1-800-637-5627 (Voice/TTY) or (360) 438-8000 (Voice/TTY)

Division of Vocational Rehabilitation
PO Box 45340 • Olympia, WA 98504-5340

A publication of:
The Washington State Department of Social and Health Services
To request this publication in alternate format, please contact a Customer Service Representative at the Division of Vocational Rehabilitation. They can be reached at 1-800-637-5627. This publication is also available on our website at www1.dshs.wa.gov/dvr.

No person, because of race, color, national origin, sex, sexual orientation, age, religion, creed, or disability shall be discriminated against in employment, services, or any aspect of the program's activities.

This policy is consistent with Titles VI and VII of the Civil Rights Act of 1964, as amended in 1972, Title IX of the Educational Amendments of 1972, Sections 503 and 504 of the Rehabilitation Act of 1973 as amended, the Americans with Disabilities Act of 1990, the Age Discrimination Act of 1967, Executive Order 11246 as amended by Executive Order 11375, the Civil Rights Act of 1992, Governor's Executive Order 93-07, and the Washington State Law Against Discrimination, Chapter 49.60 RCW.

Our Purpose:

To provide a high quality service that will enable individuals with disabilities to participate fully in their communities, obtain and keep their job of choice while living as independently as possible.



I am pleased to participate in the presentation of the 2002 Annual Report for the Department of Social and Health Services, Division of Vocational Rehabilitation (DVR). Within the pages of the report you will see one important theme, partnership. Here in Washington State we are committed to promoting a partnership that goes beyond state government to meet the needs of our customers.

Throughout this report, you will see examples of customers and partners DVR staff have had the opportunity to serve and work with during 2002. Through the stories you can see how these partnerships help people with disabilities achieve economic self-sufficiency by assisting them to make meaningful choices about work and life.

DSHS and DVR are committed to improving our services to our customers, our partnerships with other agencies, and our support to all citizens in Washington. The employees at DVR have a long and successful record of delivering quality services to their customers, and I commend all DVR staff for the positive difference they make in people's lives.

Sincerely,

A handwritten signature in dark ink, appearing to read "Dennis Braddock".

Dennis Braddock
Secretary

Washington State Department of Social and Health Services

Dear Colleagues:

I am proud to share the Division of Vocational Rehabilitation's Annual Report for 2002. It has been a year of challenge and transformation in nearly every aspect of program operation and service delivery.

When I arrived at DVR in November 2001, the effects of order of selection were still impacting service delivery substantially. Thousands of people were waiting for services. DVR staff committed to the task of initiating services for a massive number of people. Through their incredible efforts and dedication, DVR initiated services to more than 5,000 individuals within three months. By year end, there was no waiting for those in Priority Category 1, and waiting time for those in Priority Category 2 was reduced from several months to less than 8 weeks.

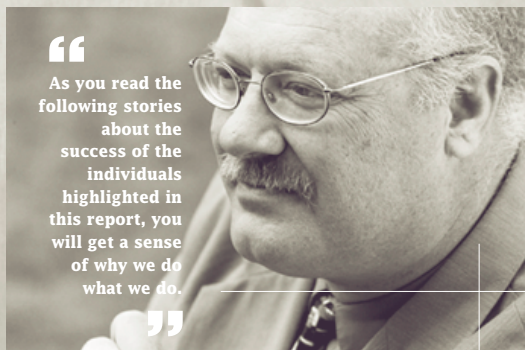
In addition to DVR staff's efforts, changes in various processes resulted in a dramatic decline in the time from application to eligibility, and dramatic increases in the number of employment plans developed and number of people going to work. Agency and community partners also contributed to these results. We continue to develop and enhance partnerships that assist people with disabilities to access services available to support their success.

A major reorganization reduced administrative costs and increased the number of people being served. Management positions were eliminated and direct service positions were created. This has moved authority and responsibility down to the local level and made it easier to serve people more quickly.

We continue to look for opportunities to improve services to individuals with disabilities in Washington State that empower them to achieve their potential. As you read the following stories about the success of the individuals highlighted in this report, you will get a sense of why we do what we do. It makes a difference.



Mike O'Brien, Director



Welcome to DVR

The Washington State Division of Vocational Rehabilitation (DVR) operates 35 offices around the state that serve as the entry points for people with disabilities who want to go to work. The Vocational Rehabilitation Counselors at these offices share the philosophy that anyone who wants to work can, no matter what their disability.

DVR primarily serves those whose disabilities are not the result of a workplace injury. DVR's Vocational Rehabilitation Counselors help customers identify their abilities and interest, their career aspirations, the barriers they face, and the specific kinds of help they need to become employed. At that point, the counselor guides the customer in developing an employment plan, and marshals the resources of other agencies and service providers to support the plan. Employment plans can include vocational training or college education depending on the customers' needs.

Vocational Rehabilitation Counselors may refer customers to private or non-profit service providers in the community. These local organizations provide services

such as independent living training, resume writing, basic job skills, on-the-job work experiences, and matching applicants and employers.

Washington DVR is committed to partnering with community organizations across the state to provide quality services for our customers. Our customer is



the number one focus of what we do; DVR counselors put the customer in charge of selecting an employment goal and developing an employment plan. The partnership with the counselor is the key to a customer's success in carrying out the employment plan and going to work.

In November 2000, Washington Division of Vocational Rehabilitation implemented a procedure called "Order of Selection." Order of Selection is required when a state does not have enough resources to serve all eligible individuals. It is a process that establishes the order in which DVR selects eligible individuals to develop and receive services under an individualized plan for employment (IPE). The order in which an individual is selected for services is based on the significance of his or her disability first and by the date of application for DVR services second. By law, DVR must give the highest priority to those individuals with the most significant disabilities.



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DVR, Looking to the Future

The most ubiquitous symbol of disability is the wheelchair stencil that marks the parking places closest to building entrances. But the majority of people with disabilities don't use wheelchairs. In fact, many disabilities don't involve people's mobility; they are the result of mental illness, learning disabilities, mental retardation, addiction, impairments of sight or hearing, and brain injuries. Some disabilities do impair mobility, however, are invisible and would not be obvious to the person in the next parking spot.

All of these people have two things in common; the experience of other people's misunderstanding, discomfort and prejudice about their disabilities, and the protection of the federal Americans with Disabilities Act (ADA), passed in 1990. The ADA recognizes that "disability is a part of the human condition," and that most of us will, at some point in our lives, become disabled. We are all vulnerable to a car accident, a sports injury, a physical or psychiatric illness, or the effects of aging. Since the passage of the ADA, our society has made significant strides in integrating people with disabilities in community life.

We are creating new opportunities for people with disabilities to access more job opportunities. We have begun efforts aimed at developing leadership, management and enhanced job skills of staff at all levels of the division. Great emphasis has been placed on expanding the partnerships that will significantly increase employment opportunities for our customers including, Tribal VR directors, Department of Services for the Blind and the Workforce Investment System.

DVR is implementing a national recruitment effort focusing on colleges and universities whose student bodies are predominantly made up of ethnic minorities in order to reach a diverse employment pool. We are providing training to our staff to enhance the skills they need to move ahead as leaders in the field of VR. We are also encouraging a stronger representation of our staff in professional rehabilitation organizations.

Washington is committed to partnering with other state VR agencies and rehabilitation partners to continually improve the service DVR delivers to people with disabilities. Many people's lives have been positively changed in the 12 years since the ADA was signed into law.



We are creating new opportunities for people with disabilities to access more job opportunities



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Lupita Cano

Lupita Cano never saw herself as a “regular” employee going to a “regular” job. Though she found the working world’s definition of success where ever she focused her efforts, she continued to feel unsuccessful. “Your power shines when you do what you love” says

Lupita and for this 33 year old artist that is certainly proving to be true.

Different job experiences and vocational assessments showed Lupita could be successful doing a variety of jobs. However, at times, she tried to explain her inspirations and make changes that were hard for people to accept in the workplace. Lupita lost several jobs causing her and her family to feel bad. Though she had her file closed as successfully employed, the Cano family once again would find their way back to DVR for support.

When Lupita came to DVR for the third time to plan an employment goal, the family had already organized several community resources. A planning team was forming with ideas

to support Lupita’s artistic talents and self-employment aspirations. Lupita was already taking advantage of an artist’s studio to work many hours each week to produce paintings. Future planning and team work with Washington Initiative for Supported Employment provided Lupita with the personal agent to begin working with vocational rehabilitation counselor Bob Huven, thus began a conversation with the family’s team about self-employment.

These conversations began to see vocational rehabilitation planning step outside of the traditional office-bound, counselor/client model. Team meetings were most comfortable around the family’s warm dining room table. VRC Bob Huven was able to complete

paperwork and review the VR process with Lupita in her downstairs apartment and see her growing inventory of art. Different team members took responsibility for hiring a consultant to develop a viable business plan, demonstrating profitability and business management that brought Lupita’s actions beyond the level of hobby and showed her how to invest sales proceeds back into her business.

Lupita Cano, her family, and her business representative are working on sales calls and managing parts of her business. The planning meetings and visits with Lupita and her family were a valuable part of the rehabilitation process. DVR did invest in the nuts and bolts of start up costs and now Lupita’s business is positioned to cover costs and invest in future inventory.

“Starting a business is not easy,” says Bob Huven, “and especially challenging for those who want to support themselves with their art, crafts or hobbies. I am pleased that Lupita is off to such a great start.” DVR’s investment in the dreamer and the artist is helping a woman shine with her business.



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when you do what
you love.
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Jesus Tejada

At a time when life was comfortable and his job was his passion, things for Jesus Tejada unexpectedly changed. After many years in the carpentry field, Jesus sustained a painful back injury that quickly ended his career. On a day just like any other, working at a job where he was routinely expected to lift heavy objects alone, his back gave way. It soon became clear that his trade would have to change as the pain became too great to endure the labor intensive day.

Carpentry was not just a trade for Jesus it was his passion, "it brought me great joy because when my job was done it pleased me to see people's reaction to my craft." In this stressful situation he turned to DVR for help and "they were there when I needed it." Through counseling and vocational assessments the folks at DVR were able to provide Jesus with

the needed labor market information from which he could determine an area of interest and select an appropriate employment goal. Having learned appropriate English through his ESL classes and using his extensive education obtained in Mexico, he could use his knowledge and bilingual skills to help others.

Working with his counselor and DVR he prepared for and passed the Washington State Bilingual Exam to obtain a Provisional Interpreter Certification Credential. After completing the exams with high marks the job seeking began. Jesus soon found that, though he could not use his hands for his craft as he did before, he could use his ability to help others during times of need which he truly enjoys, "helping other people with language barriers to communicate fully brings me great satisfaction."

Today Jesus is pleased to work in a Dental Clinic in Yakima where he assists patients in communicating with their Dentist, Receptionist, and Dental Assistants and with completing their paperwork. Thanks to his DVR Counselor and the extensive support and guidance she gave, it helped him to once again regain his self determination, and to believe in himself. "Working with Jesus was very special to me because of the beauty in helping someone use his cultural difference and his native Spanish language as an asset towards finding appropriate employment," Minerva Riehl, DVR Lead Counselor.

Though times are still uncertain in a labor market that is tempered by State funding cutbacks Jesus Tejada knows where he can go for help. Concerned about pending cutbacks in Washington

State Interpreter Services which funds his current position, he finds comfort in knowing where he will go should he need career counseling again in the future. "DVR has been there before and I know that they will be there again, my hope is that I will be able to continue doing the job I am and that the cutbacks will never happen."



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DVR has been there before and I know that they will be there again.
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DVR Lead Counselor Minerva Riehl and Jesus Tejada

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**Benjamin Higgins and Jerry Otis –
Partnering for people with disabilities**

Washington State citizens have a partner that perhaps they have never known. The Washington Rehabilitation Council provides protection, activism, and service to all persons with disabilities in the state. “We are setting the foundation for the future of rehabilitation services for this fine state,” says Council Chairman Benjamin Higgins. A man with a servant’s heart and a partner’s spirit, Mr. Higgins is proudly serving a 5 year term on the council board.

The Rehabilitation Council was established in 1993 by the Governor under the Rehabilitation Act Amendments of 1992. The purpose of the Council was “to move toward a collaborative and comprehensive statewide system of rehabilitation services for individuals with disabilities.” The Council looks at all pieces of the rehabilitation system to see how they can partner with all entities in the state that work with and support people with disabilities. “We are all on the same side of the customer,” states Mr. Higgins “we should be a depository of disability information in the state.” To accomplish this, the Council seeks public input at their quarterly meetings held across Washington State as well as conducts an ongoing customer service survey to gather information and feedback from rehabilitation customers.

Joined in the fight to assure that all Washingtonians with disabilities have equal access to services is Council member Jerry Otis. With a passion to serve and remove barriers for all people with disabilities, Mr. Otis uses his great skill for building and sheer determination to partner with volunteers from his Carpenters Union, Local 131 in Seattle, carpenter local 562, Everett and



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Snohomish County United Way to build wheelchair ramps for people who need them. His non-profit organization called Regional Access Mobility Program (RAMP) is comprised of people who want to help where they can and they do at little to no charge.

RAMP began operations in March of this year under the umbrella of Operational Shortfall in Snohomish County as part of Mr. Otis’ effort to help people throughout the Puget Sound region get access to and from their homes. “The word is out: you need a ramp, we can get one for you,” Mr. Otis said. But getting one isn’t quite that easy. Money or materials such as nails, non-skid paint and lumber must all be donated. Volunteers must be recruited, often from the ranks of union carpenters. People receiving the new ramp are only asked to contribute what they can and only if it is possible to do so, “it helps the person to feel ownership.” While Mr. Otis is a wheelchair user, he said he does more than just make measurements, determine materials needed, draw plans and organize. “I drag lumber, swing hammers and pound nails. I work too unless it is physically impossible. If someone wants to tell me I can’t do something, it’s likely to get done. I don’t like the word ‘can’t,’” Otis said.

Every citizen in Washington State is very fortunate to have two people as these on their side, creating a future that is free of obstacles and focused on successful outcomes. DVR is proud to have two men of such integrity working on behalf of every person in Washington. It is with pride that Ben Higgins and Jerry Otis serve the citizens and push the boundaries for all persons with disabilities.



Jerry Otis
building
another
ramp.

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Nationwide Recruitment Effort – Jamila Jackson

In an organization like DVR, the value of the organization is determined by the quality of the services delivered by the staff. DVR has moved rapidly to ensure that counseling staff employed by the Division are highly skilled and current in employment services for persons with disabilities. Primary responsibility for ensuring that training is available to meet DVR staff needs rests with the Division's Human Resource Development (HRD) program.

Current and projected employment trends require that the Division actively seek qualified employees, especially in counseling positions. "In a time when the entry level educational preparation, college and university programs nationally are only graduating fifty percent of the applicants needed to fill positions in State Vocational Rehabilitation programs; we need to move ahead in an aggressive manner to retain qualified staff," says Chuck Paeth, HRD manager for DVR.

Over the next year, the Division is committed to assisting 20 customers to complete a master's degree in vocational rehabilitation counseling to enable them to compete for counselor openings in DVR. The Division will also fund tuition for DVR staff desiring to complete up to thirty-six quarter hours or twenty-four semester hours annually. Currently the Division is supporting 33 employees in completing a degree or certificate program. This is the highest number of employees to receive tuition support from the Division in the last 20 years.

This year, the Division implemented a national recruitment effort for future VR counseling staff. This effort resulted in a very successful, positive learning experience for its "first recruit" Jamila



Jackson. While on a recruiting visit to Southern University in Baton Rouge, Louisiana to encourage students in Bachelors and Masters Rehabilitation Counseling Programs to consider employment with Washington DVR, HRD manager Chuck Paeth and VR Program Manager Carrie Wade-Nurse met with Jamila Jackson, an undergraduate student. The HRD team worked to create an opportunity for her to work as a summer student intern. The experience was a success for everyone! "The opportunity to mentor, coach and encourage a young person to pursue rehabilitation counseling as a career was very rewarding for staff who had the opportunity to work with Jamila over the summer," states Archie Sullivan, DVR supervisor in the Parkland VR office where Jamila was an intern.



DVR Intern
Jamila Jackson
and HRD
Manager
Chuck Paeth

The opportunity proved to be as rewarding for Jamila as it was for DVR. "I am grateful for the opportunity to be an intern for DVR. The 'real' exposure to the field and interaction with the clients has strengthened my desire of becoming a Vocational Rehabilitation Counselor. I am convinced in the value of assisting individuals with disabilities. The possibility of making an impact on someone's life is truly rewarding!"

Development and retention of qualified staff is a high priority for the Division, and DVR has been extremely supportive of training and development efforts to enhance professional skills as well as implementing a nationwide recruitment effort.

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Alanna Hartwell

If you are traveling through Marysville make sure to stop at the Mirastar gas station at exit 200 off the interstate. While you are there filling up on snacks and gasoline, take a moment to say hello to the friendly attendant at the counter, Alanna Hartwell. Quickly, you will discover a lady who loves her job and the company she proudly works for. Before you get the word "hello" from your lips her smile and eyes will greet you on your approach and your heart will be warmed.

Alanna, is a member of the Makah Indian tribe and the manager at the Marysville Mirastar gas station/ convenience store, an affiliate of Tesoro Refining, Marketing and Supply Company. She is proud of the fact that she was the first employee hired at this new location and that she is able to work for such a wonderful, compassionate company. After being hired as manager, Alanna was having problems reading company memos, writing personnel and fiscal reports and organizing her daily tasks. She was sure she would lose her job without some intervention, and help. Alanna always struggled with reading, writing and spelling, but because this had always been a source of embarrassment for her, she did not want to discuss it in any detail with her employer and never sought help. If she was not able to maintain the job duties, she would not only potentially lose her job but her home as well.

The first step for change in Alanna's life was to seek help from DVR. At their door, she found not just a counselor but a friend in VRC Pat Stimpson. Before long, Pat and Alanna were working as a team to create a successful outcome for this 45 year old single mom with a love for riding her Harley Davidson. An evaluation revealed significant Specific Learning



“
DVR and Pat Stimpson helped me in keeping the job I love and supported me when I didn't know who to turn to.
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Disability in reading and written language, though the results indicated that Alanna had above average abstract reasoning abilities. These results helped her to understand her disability more clearly and more importantly, to identify her strengths.

Many different meetings and worksite evaluations were completed by a host of supporting community rehabilitation programs to help Alanna identify what was needed to accomplish her daily responsibilities. Some of the fixes were as simple as a daily planner to help her with organizational tasks. The greatest asset for her is the Franklin Speaking Language Master that DVR purchased which allows Alanna to speak into the device and spell a word she can not read. The device then "speaks" back the word to her with a definition. After completing training in the use of the device and day planner, Alanna noticed an immediate improvement in all areas of performance.

Dale Ratcliff, Tesoro Retail Merchandising Manager, feels that "Alanna's persistence to do the job to perfection is an asset that any company would marvel at. She is the star of Mirastar with her innovative ideas, many of which the corporate office has adopted." Due to her performance and the success of her store, she will test market a new approach to merchandizing for the company, something that Alanna is very proud of. Alanna says, "DVR and Pat Stimpson helped me in keeping the job I love and supported me when I didn't know who to turn to, I am thankful for everything they have done."



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Bob Boldman, Photographer

“Boldman Portraits” is a familiar phrase to most long-time Seattle residents. If you attended a Seattle high school in the 50s, 60s or 70s, there is a good chance that Bob Boldman took your class picture.

After training to be a pilot in the Air Corps during World War II, Bob returned to Seattle to set up a photography studio. By all accounts, he was very successful. In the 80s he semi-retired and moved his studio to Hawaii, but all was not warm and sunny. Unscrupulous business partners took him for all he had. He lost his studio, his equipment, and most importantly, his good name and credit.

Returning to Seattle, he had little more than a meager Social Security benefit to support himself. He was experiencing a serious hearing problem, chronic asthma, high blood pressure, and medical problems related to old injuries from his service during the war.

When he came to DVR in 2000, he had a goal of returning to photography work part time to supplement his social security income. He needed some equipment, but couldn’t get any loans because his credit had been ruined. He couldn’t afford the medications that were keeping him alive. His automobile broke down. His hearing was getting worse. What could DVR do for a man in his mid-70s? When it might have been easier to simply suggest it was time to retire to his rocking chair, DVR offered help and hope. Eventually, the same drive and positive attitude that led him to business success 50 years ago came alive again.



Eventually, the same drive and positive attitude that led him to business success 50 years ago came alive again.

Once fitted with new hearing aids, Bob exclaimed, “It’s like getting my life back!” DVR also assisted him in getting the medication he needed until other resources were located.

Business advisory services were provided, along with help in getting some basic studio equipment. He also needed transportation, which was provided via state surplus equipment. When business started coming in again, a computer was needed for bookkeeping and other business purposes. The rest, as they say, is history.

Bob’s DVR case was closed successfully early in 2002. “Group Photos by Bob” does not offer the full range of studio photography services that Boldman Portraits did, but the guy behind the camera is the same Bob Boldman. These days he works out of his apartment and specializes in group photos, such as sports teams. As Bob peers through his viewfinder at a Little League team over in Ballard, it would not be surprising if some little face(s) looked vaguely familiar to him. It’s quite possible he took their grandfathers’ senior pictures 50 years ago! DVR is proud to feature Portraits in this Annual Report by Bob Boldman.



Bob Boldman during a photo shoot with Chris Freeman

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Traumatic Brain Injury Grant

In April 2000, the Division of Vocational Rehabilitation was awarded a federal grant to assess the needs of people with Traumatic Brain Injury (TBI) in our state and the resources available to meet those needs. This effort was called the Washington State TBI Needs and Resources Assessment Project.

While TBI is a problem that cuts across all groups, it primarily affects young people. The leading cause of TBI is motor vehicle accidents. Of the 3,000 citizens per year in Washington who sustain a TBI, approximately 1,500 result in long-term disabilities. Services are fragmented, and there is no real "system" to assist these individuals and their families with complex, multiple, and ongoing problems.

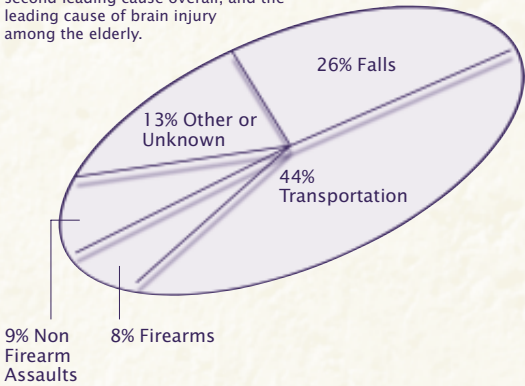
DVR, under the leadership of Edie McBride, Project Director, along with the Brain Injury Association of Washington (BIAWA), the University of Washington Model Systems program, and an Advisory Board comprised of TBI survivors, their families, and public and private sector professionals, completed a comprehensive needs assessment.

Outcome data from the survey indicated that the areas of most significant concern include the need for vocational rehabilitation services; professional case management/coordination of services; cognitive re-training; post-acute medical treatment and rehabilitation; counseling; and long-term planning. The resources assessment was accomplished by surveying approximately 8,000 service providers. Results of the survey showed a lack of knowledge about the range of resources available at the present time.

An Action Plan has been developed to address the needs identified throughout the project. Aging and Adult Services Administration, Home and Community Services, is preparing to submit a grant request to carry out the plan.

Causes of Brain Injuries

Vehicle Crashes are the leading cause of brain injury. Falls are the second leading cause overall, and the leading cause of brain injury among the elderly.

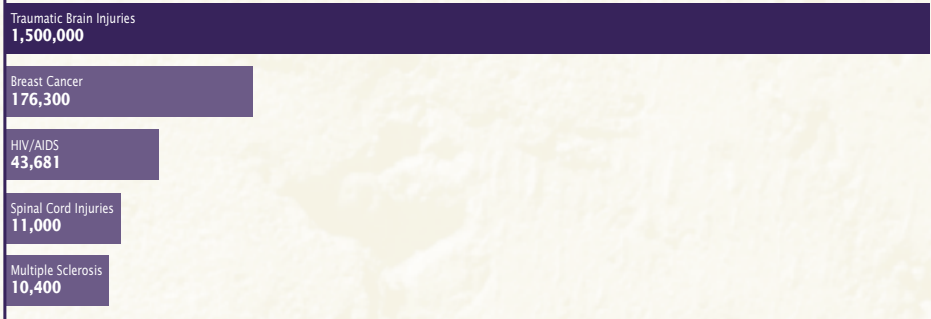


The seven steps in the Action Plan are:

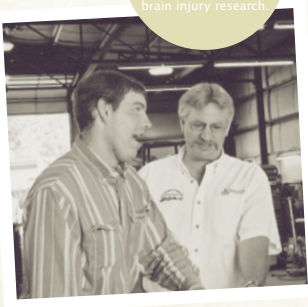
- 1. Expand and strengthen the existing advisory Board
- 2. Enhance linkages and collaboration among state agencies who administer services for individuals with TBI and their families
- 3. Ensure sustainable funding for TBI programs and activities
- 4. Build upon current needs assessment by specifically surveying aging, institutionalized, children, and minority populations
- 5. Create a strong statewide information and resource system
- 6. Develop programs to address unmet needs of individuals with TBI and their families
- 7. Increase public awareness of TBI

Comparison of Injuries and Illnesses

A comparison of traumatic brain injury and leading injuries or diseases. Comparison of Annual Incidence; 10,000 to 2,000,000 range.



Jeff Stremmer and his family continue to increase public awareness through involvement with brain injury research.



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Jeff Stremler

The first thing one would notice when they walk into Schoulton Equipment is a 6'3" young man with an exceptionally big smile named Jeff Stremler. Jeff has been working at the farm implement and equipment business since January 2000, and his smile reflects remarkable determination, significant recovery, and tremendous support from his family, friends, and the Lynden community.

Jeff acquired his disability after being thrown from a horse in August of 1996. He was 23 at the time, and very healthy and active. Following his accident, he was in a coma for nearly a month and was completely dependent in all areas of self-care and mobility. With a traumatic brain injury, right sided paralysis, and severe dysarthria, Jeff was discharged from the hospital and spent several months in extensive rehabilitation at a Christian nursing home before returning home. "One of

Jeff's greatest strengths is his continued motivation toward his rehabilitation," says his VRC Catherine Herring. "He has consistently set rehabilitation goals and achieved a number of them." Along with his parents, he set the goal of walking by Christmas of 1997, driving by summer of 1998, and working by the end of 1999. Even when these timelines were delayed, Jeff pushed forward and continued to work toward their achievement.

Besides the support from Jeff's family, he enjoys the support from the entire Lynden community. He started working at Schoulton Equipment to help assess his work stamina and tolerance, among other things. Schoulton Equipment has been spectacular in its support of Jeff and wanted to hire him after a week. The business has made all necessary accommodations to aid in his employment success. These include a flexible schedule to work around his therapy, limited work hours, and carving out a job specifically for Jeff. Jeff cleans up around the shop, and has recently learned how to change

tires on some of the equipment, in addition to running errands around town.

Early in 2001, Jeff started a second job with a past employer at Edaleen Dairy in Lynden. Once again, the Lynden community made the necessary accommodations to help Jeff be successful. His job continues to evolve as he learns new work skills. He started by loading plastic milk jugs on a conveyor belt and is now labeling tubs of ice cream and filling delivery orders.

There are few resources available for long term employment support for individuals with brain injuries. Jeff's success has hinged on support from his family and community. The return Jeff gets from his work goes far beyond his weekly paycheck. With the support of his employers he has been able to learn new tasks, further develop his strength and coordination, and put his long and hard hours of speech therapy to use. Jeff is very well-liked at work and he has scheduled his day so that he can catch the morning break at the equipment

shop with his co-workers and gets to work in time to take lunch with the guys at the dairy.

Besides all this, Jeff enjoys fishing and hunting and taking family vacations. He is involved in his church, and has become involved with the Brain Injury Support Network. Jeff's family has hosted the annual picnic the past couple of years as well as provided transportation for others to and from their meetings. Jeff's determination hasn't stopped here. He is interested in long term independence, and is currently working with a DVR Independent Living Counselor to learn skills such as cooking and home safety.



“
**One of Jeff's
greatest strengths is
his continued
motivation toward
his rehabilitation.**

– Catherine Herring,
Jeff's VR Counselor

”



VR Counselor
Catherine
Herring shares
a laugh with
Jeff Stremler

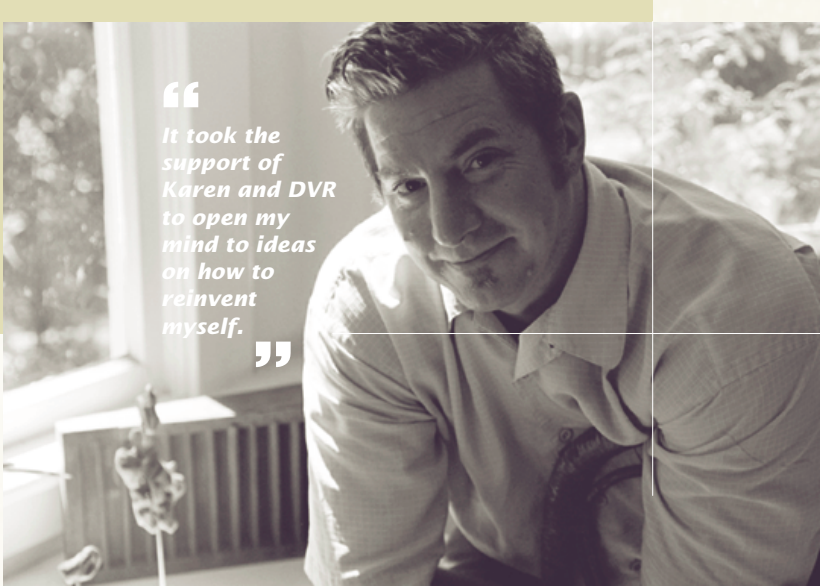
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Chris Freeman

"Before my experience with DVR, my hearing and my ambitions were really only dreams" states Christopher Freeman who came to DVR seeking direction and support. Chris had worked for many years as an Artist and Film Art Director. The construction aspects of his work most likely contributed to the progression of his hearing loss as well as tinnitus, constant ringing sounds in the ears. He needed to change his vocational pursuits to protect his remaining hearing.

Moving away from the work he had done for over two decades was a challenging proposition that would require courage and confidence. But hearing for the first time in as many decades was the start of something even more wonderful. His DVR counselor Karen Clack, was not so easily satisfied with only improving Chris' hearing. "Chris is an accomplished Art Director who worked on many wonderful films, including the Oscar nominated film 'In the Bedroom.' I knew we needed to find a way to help him further his directing career," says Karen.

DVR provided Chris with computer editing equipment for film and the necessary material to set up an editing studio in his home. Setting up his own film editing and art direction business in an environment that was conducive to his hearing needs was something that was a dream come true for Chris. "Karen took time to listen and find out a way that I could move forward with my ambitions. This was a significant life change for me, because until that time I was not used to people being generous with me. It took the support of Karen and DVR to open my mind to ideas on how to reinvent



“
It took the support of Karen and DVR to open my mind to ideas on how to reinvent myself.
”

myself, and get myself to a place that I had been dreaming about my whole life."

Recently, Chris edited a film for the Steam Fitters Union about the 9/11 crisis. "Having the chance to work on a project with such magnitude for all Americans was life changing for me, I have a new found appreciation for all life," says Chris. He has been asked by Microsoft to direct, shoot and edit a second film for them and is currently working on a documentary on young demolition drivers



Chris Freeman at work in his Seattle studio

for a large motion picture company.

With Chris' previous successes directing, shooting and editing feature films, documentaries and Oscar nominated movies, DVR provided a platform that enabled him to continue his professional career and achieve his dreams.

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Greg Maloney

In May of 2000, while enjoying fraternity life at Washington State University Greg Maloney's life was changed in a brief moment. On a dare from his friends, he chose to jump off a roof to the hard ground below, something he had done many times before with no consequence, just bragging rights. This jump proved for Greg to be so unimaginably different than any other before. When he landed on the ground below, he could not move. In an instant this young man with the world to conquer was paralyzed. Extensive spinal damage would force him into a wheelchair and out of school.

Everyday things that people take for granted, like washing hands, getting around the house with ease and walking to get the mail became obtainable for Greg only with assistance from friends and family members. For the next two years, he worked to beat the doctor's reports that he may never walk again, yet another dare that Greg needed to prove wrong. However, this time he would be victorious. After extensive physical therapy, a rigorous exercise program, intense family support, determination and courage, Greg regained the ability to walk. With the help of a personal trainer and now the occasional support of KAFO braces and a walker, he proved he could beat the odds, something that brought him great pride.

Greg has returned to WSU to continue his education. He is determined to complete a degree in the Sports Therapy Program, to be the conduit for others to realize their dreams. He feels that his choices and experiences can help others beat the odds



“
Every day my leg muscles keep getting stronger, which makes me more mobile and gets me out of my wheelchair.
”

and create a life without regrets for themselves and can help them go to the next level, whatever that might be for them. “Every day my leg muscles keep getting stronger, which makes me more mobile and gets me out of my wheelchair. With the encouragement of my friends, family and VRC, I feel that I will reach my goal of being able to walk with two canes and ultimately eliminate my use of the chair.”

After spending a day with Greg Maloney, a young man who has beaten many odds, you would find things you never noticed before becoming very real. Did you know that sidewalks are slanted? Greg didn't either until he had to maneuver them with his wheelchair. He also found that the innocence of an inquisitive child is refreshing when, more often than not, you're dodging sideways glances and raised eyebrows. With a winning attitude and determination he will continue to challenge the odds every day remembering, all is good and “He wouldn't change a thing.”



Greg Maloney visits with his VR Counselor Cathy Kunzman

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Acknowledgements

Dennis Braddock, *Secretary*
Mike O'Brien, *Director*
Tammy Wight, *Editor*
Ed Heffernan, *Statistical Information*
Erin Larsen, *Fiscal Data*
Robert Boldman, *Photographer*
Tonya Yorke, *Photographer*
DSHS Publications, *Design & Layout*

Special thanks to the following DVR staff. Their contributions of stories made it possible to highlight the success for FFY 2001-2002:
Kelly Boston, *Olympia*
Karen Clack, *North Seattle*
Catherine Herring, *Bellingham*
Bob Huven, *Seattle*
Cathy Kunzmann, *Wenatchee*
Janice Lewis, *Parkland*
Chuck Paeth, *Olympia*
Minerva Riehl, *Yakima*
John Shiels, *Seattle*
Patricia Stimpson, *Everett*
Archie Sullivan, *Parkland*
Carrie Wade-Nurse, *Olympia*



DVR Division of Vocational Rehabilitation

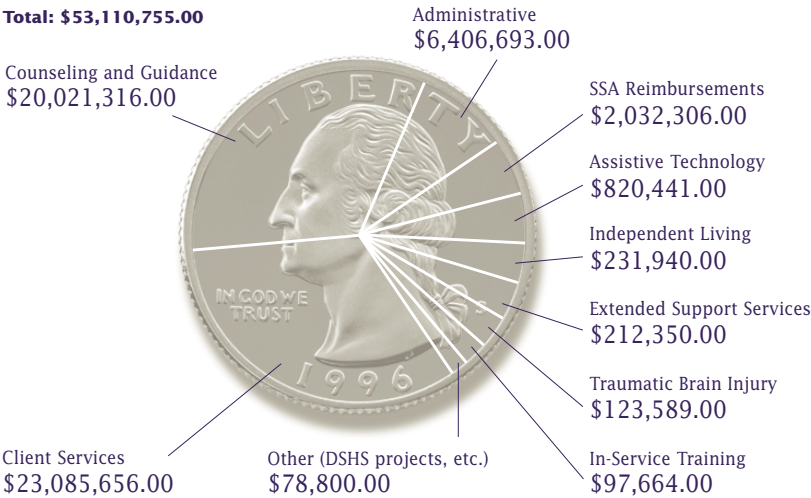
Sources of Revenue

Federal Fiscal Year 2001
Total: \$53,110,655.00



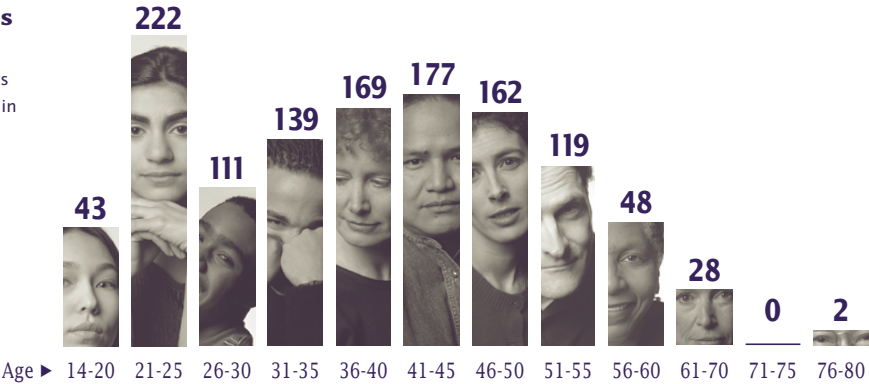
Categories

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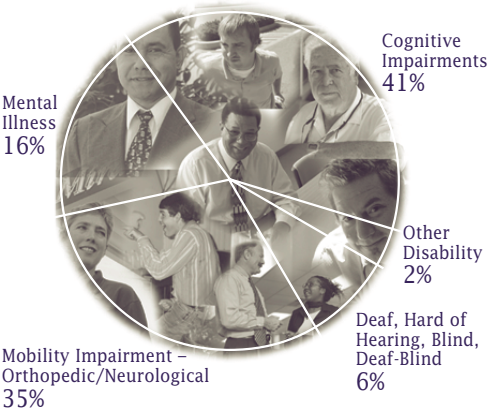
Ages of Customers

Federal Fiscal Year 2001
Total number of customers successfully rehabilitated in various age groups.



Types of Disabilities

Federal Fiscal Year 2001
Types of disabilities of customers successfully employed.



Average Earnings

Federal Fiscal Year 2001
Average annual earnings of customers before and after rehabilitation.

